63. Measurement

Percent SWBT Caused Missed Due Dates > 30 days

Definition:

Percentage of UNEs (8.0 dB loops are measured at an order level) where installation was completed greater than 30 days following the due date, excluding customer caused misses.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes customer caused misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8.0dB loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
(Count of UNEs (8.0 dB loops are measured at an order level) completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of total UNEs (total orders for 8.0 dB loops)) * 100	Reported for CLEC, all CLECs, SWBT or affiliates.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

PM 64 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

65. Measurement

Trouble Report Rate

Definition:

The number of customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

Repair reports are entered into and tracked via WFA by trouble ticket type. Reports are counted in the month they post.

Levels of Disaggregation:

- See PM 59
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
[Count of trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

See Measurement No. 59 except for

8db loops – Parity with SWBT POTS Business
DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing – 3% (No Critical z applies.)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

65.1 Measurement (New Measure)

Trouble Report Rate net of installation and repeat reports

Definition:

The number of customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Excludes any trouble reports counted in PM 59 or PM 69.

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.

Levels of Disaggregation:

- See PM 59
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
[Count of trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

See Measurement No. 59 except for

8db loops – Parity with SWBT POTS Business
DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing – 3.0% (critical z-value does not apply)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

66. Measurement

Percent Missed Repair Commitments

Definition:

Percentage of trouble reports not cleared by the commitment time for SWBT reasons.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes all UNE Combinations
  - Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

Business Rules:

The commitment time is currently defined as 24 hours for both 8.0dB loops and DSL line sharing. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)

Levels of Disaggregation:

- "POTS type" loops (2-Wire Analog 8.0 dB Loop) with test access.
- DSL line sharing

Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported by CLEC, all CLECs. SWBT and SWB affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Parity with SWBT POTS Business
Parity with ASI for DSL line sharing

67. Measurement

Mean Time To Restore

Definition:

Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access – BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115.1
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in the appropriate system (WFA for all UNEs except DSL line sharing which is captured in LMOS).

Levels of Disaggregation:

- See Measurement No. 59
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future*?*
- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- Also disaggregated by Dispatch/No Dispatch

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported by CLEC, all CLECs and SWBT and SWB affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

See Measurement No. 59

DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing –9.0 hours (critical z-value does not apply)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

PM 68 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

69. Measurement

Percent Repeat Reports

Definition:

Percentage of customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access – BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total customer trouble reports) * 100	Reported by CLEC, all CLECs, SWBT and affiliates where appropriate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

See Measurement No. 59
8db loops – Parity with SWBT POTS Business
DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing – 12.0% (Critical z-value does not apply)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

INTERCONNECTION TRUNKS

70. Measurement:

Percentage of Trunk Blockage

Definition:

Percentage of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office.

Exclusions:

- Excludes Weekends and Holidays
- CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control.
- SWBT is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from SWBT on the due date or CLEC has no facilities or equipment at CLEC end.
- CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by SWBT or in the timeframe specified in the InterConnection Agreement (ICA).
- If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by SWBT for a time frame specified in the ICA.
- If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement.
- For trunks extending from the SWBT tandem to the CLEC end office designated as direct end office trunks, if CLEC's actual trunk usage for a market region, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast for the market region, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.
- For trunks extending from the SWBT end office to the CLEC end office, if CLEC's actual trunk usage for a wirecenter or end office, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast for the wirecenter or end office, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

The exclusions do not apply if SWBT fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SWBT refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:

Twenty days of data consisting of blocked calls and total calls are collected and aggregated each month.

Levels of Disaggregation:

- The SWBT end office to CLEC end office and SWBT tandem to end office trunk blockage will be reported separately.
- By Market Region.

Calculation:	Report Structure:
({Count of blocked calls – excluded blocked calls} ÷ total calls offered – {excluded blocked calls}) * 100	Reported for CLEC and all CLECs .

Measurement Type:

Tier-1 High
Tier-2 High

Benchmark:

Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]

70.1 Measurement:

Trunk Blockage Exclusions

Definition:

Number of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.

Exclusions:

- None

Business Rules

Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 70 for list of the exclusions.

Levels of Disaggregation:

- By Market Region.

Calculation:	Report Structure:
Count of Excluded blocked calls	Reported for CLEC and all CLECs .

Measurement Type:

None

Benchmark:

Diagnostic

71. Measurement:

Common Transport Trunk Blockage

Definition:

Percentage of local common transport trunk groups exceeding 2%, 1% blockage.

Exclusions:

- No data is collected on weekends or holidays

Business Rules:

Common transport trunk groups that reflect blocking in excess of 2% and 1% (if a separate common transport trunk group is established to carry CLEC traffic only) using a time consistent busy hour from the four most recent weeks of data.

Levels of Disaggregation:

- Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC.
- By Market Region.

Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2%, 1% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.

Measurement Type:

Tier-1	None
Tier-2	High

Benchmark:

PUC Subst. R. 23.61(e)(5)(A) or parity, whichever allows less blocking in a given month. SWBT shall compare common trunk groups exceeding 1% blockage, reported for switch based CLECs, be compared to SWBT's dedicated trunk groups designed for B.01 standard for parity compliance.

72. Measurement

Distribution Of Common Transport Trunk Groups > 2%/1%.

Definition:

A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.

Exclusions:

None

Business Rules:

See Measurement No. 71

Levels of Disaggregation:

By Market Region.

Calculation:	Report Structure:
The number of trunk groups exceeding 2%/1% will be shown in histogram form based on the levels of blocking	Reported on local common transport trunk groups.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Aggregate measurement. No benchmark required.

73. Measurement

Percentage of Installations Completed Within the Customer Requested Due Date

Definition:

Percentage of interconnection trunks completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT.

Exclusions:

CLEC Caused Misses

Business Rules:

SWBT will compare the completion date to the customer desired due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT to determine the count of missed installations. The completion date is the date the work is completed and accepted by the CLEC. The measurement is taken for all circuits that complete in the reporting period. Interconnection trunks are selected based on a specific service code off of the circuit ID. Unsolicited FOCs will not be acknowledged in calculating due dates. (i.e., if an unsolicited FOC is received by CLEC, the due date on the first FOC will still be used as the due date. Orders that are completed more than 30 days after the customer requested due date and reported as held orders under PM 73.1 also are included in reporting this measure.

Levels of Disaggregation:

- By Market Region.
- 911
- OS/DA
- SS7
- Interconnection trunks

Calculation:	Report Structure:
(Count trunk circuits completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT ÷ total trunk circuits completed) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

95% within the customer requested due date or agreed to expedited interval. Critical z-value applies.

73.1 Measurement

Percentage Held Interconnection Trunks

Definition:

Percentage of interconnection trunk orders held greater than 30, 60 or 90 calendar days.

Exclusions:

- Customer Caused Misses

Business Rules:

The Customer Desired Due Date or the 21st business day after the interconnection trunk order is received by SWBT, whichever is greater, starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The data is collected at a circuit level. Interconnection trunks are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- By Market Region; 30, 60 and 90 days
- Interconnection
- 911
- OS/DA
- SS7

Calculation:	Report Structure:
(Count of trunk circuits held for greater than 30, 60 or 90 calendar days ÷ total trunk circuits) * 100	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Medium
Tier 2 – Low

Benchmark:

Parity with SWBT interconnection trunks. For purposes of damages, only applicable to trunk orders held greater than 30 days.

74. Measurement

Average Delay Days For Missed Due Dates – Interconnection Trunks

Definition:

Average calendar days from customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT to completion date on company missed interconnection trunk orders.

Exclusions:

- Customer Caused Misses

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT. The data is reported at a circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- By Market Region
- Interconnection
- 911
- OS/DA
- SS7.

Calculation:	Report Structure:
Σ (Completion date – customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT) ÷ (# of completed trunk circuits with missed Due Dates)	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

PM 75 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

76. Measurement

Average Trunk Restoration Interval – Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

- Excludes non-measured tickets (CPE, Interexchange, or Information).
- No access delayed maintenance.

Business Rules:

The data is reported at a circuit level. Interconnection Trunks are selected based on the circuit being identified as a message type circuit. Start time is when the CLEC reports trouble and stop time is when SWBT notifies the CLEC of service restoral.

Levels of Disaggregation:

- By Market Region.
- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Total trunk outage duration ÷ total trunk trouble reports	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

77. Measurement

Average Trunk Restoration Interval for Service Affecting Trunk Groups

Definition:

The average time to restore service affecting trunk groups (measured tickets only).

Exclusions:

Customer Caused Outages

Business Rules:

Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT.

Levels of Disaggregation:

- Tandem trunk groups
- Non-Tandem trunk groups
- By Market Region
- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Total trunk group outage time / total trunk group trouble reports	Reported by CLEC, all CLECs .

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.

PM 78 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

PM 79 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

80. Measurement

Directory Assistance Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for the aggregate of SWBT and CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – Low

Benchmark:

PUC SUBST. Rule 23.61.e (3)(A)(iii) (5.9 second average) Critical z-value does not apply.

PM 81 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

82. Measurement

Operator Services Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Total queue time ÷ total calls answered.	Reported for the aggregate of SWBT and CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – Low

Benchmark:

PUC SUBST. Rule 23.61.e (3)(A)(1) (3.3 second average) Critical z-value does not apply.

PM 83 WAS ELIMINATED WITH 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 84 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 85 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 86 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

INTERIM NUMBER PORTABILITY (INP)

PM 87 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 88 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 89 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 90 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

LOCAL NUMBER PORTABILITY (LNP)

91. Measurement:

Percentage of LNP Only Due Dates within Industry Guidelines

Definition:

Percentage of LNP Due Date interval that meets the industry standard established by the North American Numbering Council (NANC).

Exclusions:

- CLEC or Customer caused or requested delays.
- NPAC caused delays unless caused by SWBT.

Business Rules:

Industry guidelines for due dates for LNP are as follows:

- For Offices in which NXXs are previously opened – 3 Business Days.
- New NXX – 5 Business days on LNP capable NXX.

The above-noted due dates are from the date of the FOC receipt.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)

Calculation:	Report Structure:
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.

92. Measurement:

Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer

Definition:

Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.

Exclusions:

- Customer caused or requested delays.
- NPAC caused delays unless caused by SWBT.
- Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SWBT's release request. In these cases, SWBT may have to re-work to release the TN so it can be ported to meet the due date.

Business Rules:

Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.

93. Measurement:

Percentage of Customer Account Restructured Prior to LNP Due Date

Definition:

Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.

Exclusions:

None

Business Rules:

See Measurement No. 91

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported by CLEC and all CLECs.

Measurement Type

Tier 1 – Low

Tier 2 – None

Benchmark:

96.5% Critical z-value applies.

PM 94 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 95 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

96. Measurement:

Percentage Pre-mature Disconnects for Stand alone LNP Orders

Definition:

Percentage of Stand Alone LNP telephone numbers where SWBT disconnects the customer (e.g. switch translations are removed) prior to the scheduled start time.

Exclusions:

- Stand alone LNP telephone numbers where the CLEC requests that the cut-over begin prior to the scheduled time.
- Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time
- Stand alone LNP telephone numbers where SWBT disconnects ≤ 10 minutes of the scheduled start time

Business Rules:

A premature disconnect occurs any time SWBT begins the cut-over more that 10 minutes prior to the scheduled start time.

Levels of Disaggregation:

None.

Calculation:	Report Structure:
Count of prematurely disconnected Stand Alone LNP telephone numbers ÷ total Stand Alone LNP telephone numbers * 100	Reported by CLEC and all CLECs

Measurement Type:

Tier 1 – High

Tier 2 – High

Benchmark:

≤ 2% premature disconnects. Critical z-value applies.

97. Measurement:

Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition:

Percentage of time SWBT applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date.

Exclusions:

- Excludes Remote Call Forwarding in DMS 100s, DID in all offices and ISDN Data TNs."
- Excludes CLEC or Customer caused misses or delays

Business Rules:

Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.

Levels of Disaggregation:

LNP only, and LNP with Loop.

Calculation:	Report Structure:
(Count of LNP TNs for which 10-digit trigger was applied prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – High

Tier 2 – High

Benchmark:

96.5% Critical z-value applies.

98. Measurement:

Percentage Stand Alone LNP I-Reports in 10 Days

Definition:

Percentage of Stand Alone LNP Orders that receive a LNP related customer trouble report within 10 calendar days of service order completion.

Exclusions:

- Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

Business Rules:

The Start time is the date/time of completion of the service order. The End time is the date/time of receipt of trouble report. Count the number of Stand Alone LNP Orders that receive an LNP related trouble report within 10 calendar days of completion.

Levels of Disaggregation:

- Stand Alone LNP

Calculation:	Report Structure:
(Count of Stand Alone LNP Orders that receive a customer trouble report within 10 calendar days of service order completion ÷ total Stand Alone LNP orders) * 100.	Reported by CLEC and all CLECs, and SWBT.

Measurement Type:

Tier 1 – High

Tier 2 – High

Benchmark:

Parity with SWBT Retail POTS – No Field Work.

99. Measurement:

Average Delay Days for SWBT Missed Due Dates for Stand Alone LNP Orders

Definition:

Average calendar days from due date to completion date on company missed orders.

Exclusions:

- On time or early completions

Business Rules:

The clock starts on the due date and the clock ends on the completion date based on posted Stand Alone LNP orders.

Levels of Disaggregation:

LNP Only

Calculation:	Report Structure:
Σ(Stand Alone LNP Completion Date–Stand Alone LNP Order due date) ÷ # total Stand Alone LNP Orders where there was a SWBT caused missed due date* 100	Reported By CLEC and all CLECs and SWBT.

Measurement Type:

Tier 1 – Medium

Tier 2 – Medium

Benchmark:

Parity with SWBT Retail POTS – No Field Work.

100. Measurement:

Average Time of Out of Service for LNP Conversions

Definition:

Average time to facilitate the activation request in SWBT's network.

Exclusions:

- CLEC-caused errors.
- NPAC-caused errors unless caused by SWBT.
- Stand Alone LNP Orders with more than 500 number activations

Business Rules:

The Start time is the Receipt of the NPAC broadcast activation message in SWBT's LSMS. The End time is when the Provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS. Calculate the total minutes of difference between the start time and end time in minutes for LNP activations during the reporting period.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Σ(LNP start time – LNP stop time) ÷ # total LNP activations	Reported by CLEC and all CLECs

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

60 Minutes unless a different industry guideline is established that will override the benchmark referenced here. Critical z-value does not apply.

101. Measurement:

Percent Out of Service < 60 minutes

Definition:

The Number of LNP related conversions where the time required to facilitate the activation of the port in SWBT's network is less than 60, expressed as a percentage of total number of activations that took place.

Exclusions:

- CLEC-caused errors.
- NPAC-caused errors unless caused by SWBT.
- Stand Alone LNP Orders with more than 500 number activations.

Business Rules:

The Start time is the receipt of the NPAC broadcast activation message in SWBT's LSMS. The End time is when the Provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS. Count the number of activations that took place in less than 60 minutes.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Number of activations provisioned in less than 60minutes) ÷ (total LNP activations)* 100.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – High

Tier 2 – High

Benchmark:

96.5% Critical z-value does not apply.

911

102. Measurement	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SWBT installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time error detected – date and time error cleared) ÷ total number of errors	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

103. Measurement

Percent Accuracy for 911 Database Updates (Facility Based Providers)

Definition:

The percentage of 911 records that were updated by SWBT in error.

Exclusions:

CLEC caused errors.

Business Rules:

The data required to calculate this measurement will be provided by the CLEC based on the compare file. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of SWBT caused update errors ÷ Total number of updates) * 100	CLEC, All CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

104. Measurement

Average Time Required to Update 911 Database (Facility Based Providers)

Definition:

The average time it takes to update the 911 database file.

Exclusions:

None

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Σ(Date and time data processing begins – date and time data processing ends) ÷ total number of files	Reported for individual CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

104.1 Measurement (New Measure)

The average time it takes to unlock the 911 record

Definition:

The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.

Exclusions:

None

Business Rules:

The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Sum (SOC Date - date 911 record is unlocked)	Reported for individual CLEC, and all CLECs and SWBT affiliates

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

POLES, CONDUIT AND RIGHTS OF WAY

105. Measurement	
Percentage of requests processed within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs, and SWB DSL affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within 35 days. Critical z-value does not apply.	

106. Measurement

Average Days Required to Process a Request

Definition:

The average time it takes to process a request for access to poles, conduits, and right-of-ways.

Exclusions:

None

Business Rules:

See Measurement No. 105

Levels of Disaggregation:

None

Calculation:	Report Structure:
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total number of requests	Reported for individual CLEC and all CLECs, and SWB DSL Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

See Measurement No. 105. Benchmark will be 14 days.

107. Measurement

Percentage Missed Collocation Due Dates

Definition:

The percentage of SWBT caused missed due dates for collocation projects.

Exclusions:

None

Business Rules:

The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies SWBT of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SWBT to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:

- CLEC return to SWBT corrected and complete floor plan drawings.
- CLEC placement of required component(s).

If the business rules and tariff are inconsistent, the terms of the tariff will apply.

Levels of Disaggregation:

Physical

- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation
- Virtual
- Augments to Virtual.

Calculation:	Report Structure:
(count of number of SWBT caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100	Reported for individual CLEC and all CLECs and SWB affiliate
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.	